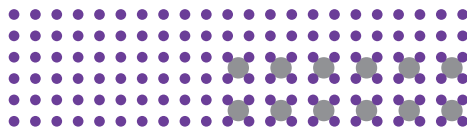


Solutions for the Dynamic Enterprise

Turning every interaction into a business opportunity



“The corporation is undergoing the biggest change in a century. Due to deep changes in technology, demographics, business, the economy and the world, we are entering a new age where people participate in the economy like never before. This new participation has reached a tipping point where new forms of mass collaboration are changing how goods and services are invented, produced, marketed, and distributed on a global basis. This change does not wreck corporate profit. If understood, it presents far-reaching opportunities for every company and for every person who gets connected.”

DONALD TAPSCOTT, AUTHOR OF WIKINOMICS: WINNING WITH THE ENTERPRISE



Unlock your full potential with dynamic communications

With today's increasingly competitive and ever-changing markets, you know effective and efficient communications are critical to your business success.

To support your increasingly mobile workforce, you need more flexible security solutions, a fixed-mobile infrastructure and communications tools designed for mobility.

This same workforce wants to take advantage of Web 2.0 social networking and collaboration tools to connect with people when they need to without delay. Communications solutions with roots in consumer markets are critical to retaining your most innovative employees. And, with increased competition to attract and retain customers, you know customer service has become a key differentiator.

These rising expectations and increased complexity bring expanded mandates for CIOs. Today, the communications technologies they deliver must be closely tied to business objectives. CIOs must gradually transform the way the business communicates while delivering a return on investments.

With so many new demands and challenges, how do you ensure you have the right mix of technologies?

How do you ensure your communications solutions are aligned with your business objectives? And how do you use communications technology as a competitive differentiator?

Connect the knowledge in your organization

The key is to implement communications solutions that connect the available knowledge in your organization. Knowledge is power. But so much of it is either in your employees' heads or on any number of computer hard drives.

When your people and your processes are interconnected with your network, you can access the dispersed knowledge in your organization when you need it and become a dynamic enterprise — more agile, mobile, knowledgeable and fast. You can foster innovation and shorten time to market, increase operational efficiency and deliver market-differentiating customer service. And you can respond more quickly to changing market conditions.

Alcatel-Lucent® partners with you to deploy dynamic communications solutions that deliver secure, highly available, converged communications. Working with you at a pace that's aligned with your business objectives, we'll help you interconnect your core assets — your network, people, processes and knowledge — so you can:

- Set your business in motion with user-centric solutions that enable new business models and increase productivity
- Deliver personal communications that match your employees' responsibilities and work styles
- Transform customer service with dynamic contact centers that enrich the experience for customers and agents
- Protect the knowledge in your organization with user-centric security solutions that match both corporate objectives and end-user realities
- Connect the knowledge in your organization and operate in real-time

Partner with Alcatel-Lucent to become a dynamic enterprise



Bringing **network**, **people**, **process**
& **knowledge** together as one.



Tailor communications to match business needs

Creating the right communications mix is a unique process for each enterprise. With the Alcatel-Lucent Dynamic Communications Framework, you can evolve your communications with the solutions and services that are best-suited to your business.

Alcatel-Lucent offers communications solutions tailored for small, medium and large enterprises and for organizations in every industry sector, including:

- Education
- Finance
- Government and local authorities
- Healthcare
- Hospitality
- Retail
- Transportation

With Alcatel-Lucent as your partner, you'll benefit from dynamic communications that are user-centric, process-enabled and driven by both content and context. And you'll be better positioned to turn every interaction between employees, customers, partners and suppliers into a business opportunity.



Dynamic communications solutions tailored for your organization



NETWORK



PEOPLE



PROCESS



KNOWLEDGE

Standards-based IP infrastructure for LAN, WLAN and WAN	Secure and advanced mobility applications across devices	Open interfaces for communications enabled business processes	Rich collaboration solutions
High reliability, virtualization and low power consumption	User profiling for personalized communications	Support for services oriented architectures and web services	Real-time integration with Enterprise 2.0 platforms
A security portfolio from the network to the device	Open unified communications suite	Secure architecture for network, applications and endpoints	Extended presence servers for end-to-end networks
Proactive content across phone, SMS, web, chat and video	Dynamic contact center that extends access to back offices, branches, experts and home agents	Business process routing to fulfill customer service requests	Proactive business management insight to optimize performance and results

Secure, real-time communications in action



Maria is a paramedic. She's just been dispatched to the scene of a multi-vehicle accident involving a gasoline tanker truck. Police, fire and hazardous materials crews are also on their way. And regional road crews have been notified that repairs will be necessary before the road can re-open.

Maria is first on the scene. Her initial assessments show she's dealing with neck injuries and burns, both of which require specialized critical care. She uses **Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator** software on her laptop to see who is on call at the hospital. Dr. Williams, the top trauma specialist, is in today, but is currently doing patient rounds. Maria sends him an instant message summarizing the situation.



When every second counts

Dr. Williams reads the message on his smartphone and immediately initiates a secure conference call with Maria and key specialists in the emergency department. The on-site and in-hospital teams are now securely collaborating in real-time. To get more information that will help Maria, the specialists access the victims' medical records through the **Alcatel-Lucent OmniAccess™ 8550 Web Services Gateway**. Maria finds out that one of the victims has a serious heart condition that needs to be considered in the onsite treatment equation and takes the recommended measures suggested by Dr. Williams. The hospital is now also fully prepared to receive the new patients.



Because he was working nearby, Fernando, the road crew manager, arrives next. He uses **Alcatel-Lucent Advanced Cellular Extension** to access the corporate directory from his mobile phone and quickly contacts colleagues to request assistance. He e-mails

pictures he's taken with his mobile phone so the control center can assess the situation and coordinate efforts. To do all of this, Fernando is taking advantage of a single, secure and reliable IP network for voice and data communications.

Connecting knowledge for safer communities

Management personnel at the control center take advantage of their **Alcatel-Lucent wireless handsets** to consult large, wall-mounted maps of the affected areas while on the phone. The control center uses **Alcatel-Lucent OmniTouch My Teamwork™** to hold a secure audio and collaboration conference in which they share Fernando's pictures with dispatched crews and confirm the plan of action. When police, fire and hazardous materials crews arrive at the scene just a couple of minutes later, they're already fully aware of the situation.

Back at the control center, the Alcatel-Lucent dynamic contact center solution is quickly routing incoming calls about the accident to the most appropriate available agent. Follow-up calls are routed to the same agent to ensure continuity of communications. With **Alcatel-Lucent computer-telephony integration** and location-based services, the platform gives agents access to the latest updates as well as GPS positioning information, maps of the local area, names and addresses of local residents to be evacuated and other relevant information.

In any situation, connecting knowledge in real-time and from any location translates to better resource management, reduced time-to-action and cost savings. In emergency medical services, it also translates to saved lives and a safer community.



“Companies with Microsoft and IBM e-mail and collaboration applications can augment their experience with My Instant Communicator... We found the integrations to be seamless and they did not detract from the original application usability... My Instant Communicator is elegantly intuitive and solidly reliable... Those who use this product for even a short time will find themselves wondering how they lived without it all these years.”

TECKDRIVE BRIEF:
ALCATEL-LUCENT
MY INSTANT COMMUNICATOR,
MIERCOM, FEBRUARY 2008

Unified communications solutions

With the increasing number and variety of communications options your employees use today, juggling interactions is increasingly complicated. Too many devices, too many applications and too much time spent supporting all these capabilities is inefficient and expensive.

Simplify and personalize communications

Alcatel-Lucent unified communications solutions include telephony, one-number and messaging services and conferencing and collaboration solutions that let your employees share knowledge in real time from any location, using any device. These all-in-one personal communications solutions increase employee productivity, job satisfaction and company performance.

Portfolio highlights

- Enable true unified user experience with **Alcatel-Lucent OmniTouch 8600 My Instant Communicator**, the world's first integrated, multimedia, multi-session, multi-device unified communications client solution.
- Deliver multimedia, multi-party conferencing and collaboration capabilities inside or outside your business with **Alcatel-Lucent OmniTouch My Teamwork Conferencing and Collaboration**.
- Automate recording and delivery of voice messages with **Alcatel-Lucent Automated Message Delivery System (AMDS)**.
- Develop or customize communications solutions for your specific needs with the **Alcatel-Lucent OmniTouch XML Web Services Application Programming Interface (API)**.
- Embed multi-party telephony and presence into new and existing business applications with **Alcatel-Lucent OmniTouch Advanced Communications Server**, a Session Initiation Protocol (SIP) software-based server and application development platform.
- Streamline business operations and enrich existing applications with integrated unified communications solutions for Microsoft® and IBM® desktop environments.

Deliver the right tools to the right employees

When it comes to communications solutions, one size does not fit all users. By assigning communications resources based on job responsibilities, you can optimize costs and speed the adoption of new communications applications to help increase employee productivity. Role-based communications also make it easier for your IT staff to update and maintain employees' services. Alcatel-Lucent offers five user profiles that can be customized for your unique business requirements.



"Our sales force and research teams are now able to get messages to market in a timelier manner, whether from the office, home or the road. The business benefit for Citigroup is being able to reach more clients faster."

DAN HOLLINS, ASSISTANT VICE PRESIDENT/BUSINESS ANALYST, GLOBAL EQUITIES DIVISION, CITIGROUP

Alcatel-Lucent OmniTouch 8600 My Instant Communicator was named 2007 Product of the Year by Technology Marketing Corporation's (TMC®) Unified Communications magazine for its ground-breaking advances in unified communications. (March 2008).



Mobility solutions


Your employees are on the move. You're benefitting from new ways of doing business but now you need the mobile infrastructure, devices and applications that will allow your employees to securely share knowledge with each other, with customers, partners and suppliers from anywhere and in real-time.

Set your business in motion

Alcatel-Lucent offers the widest range of mobility solutions and the broadest compatibility on the market. These user-centric solutions give your employees the flexibility communicate and collaborate on-site and off to increase productivity, improve customer service and optimize costs. They can be adapted for all user profiles and for any enterprise environment, from the network to the desktop.

Portfolio highlights

- Enable faster responses with seamless and secure on-site mobility, inside and outside your physical buildings with **Alcatel-Lucent OmniAccess wireless LAN (WLAN)** products interoperating with an **Alcatel-Lucent OmniPCX™ Communication Server** and **Alcatel-Lucent OmniSwitch™** products.
- Choose the mobile communications technologies that are best-suited to your needs and budget with ergonomic and lightweight **Alcatel-Lucent WLAN** and **Digital Enhanced Cordless Telecommunications (DECT) wireless phones**. Alcatel-Lucent is the only vendor today that offers native support for cellular, DECT and voice over WLAN communications.
- Turn smartphones into enterprise phones with no infrastructure investment and no dependency on the mobile network type (GSM or 3G, for example) with **Alcatel-Lucent Advanced Cellular Extension (ACE)** Solution for the leading edge mobile platforms, Microsoft® Windows Mobile®, Nokia Eseries™ and BlackBerry™.
- Make security simple for both users and administrators with mobility solutions that integrate seamlessly within enterprise security policies — access control, authentication and single sign on (SSO) as well as Secure Sockets Layer (SSL) for LDAP and HTTP.



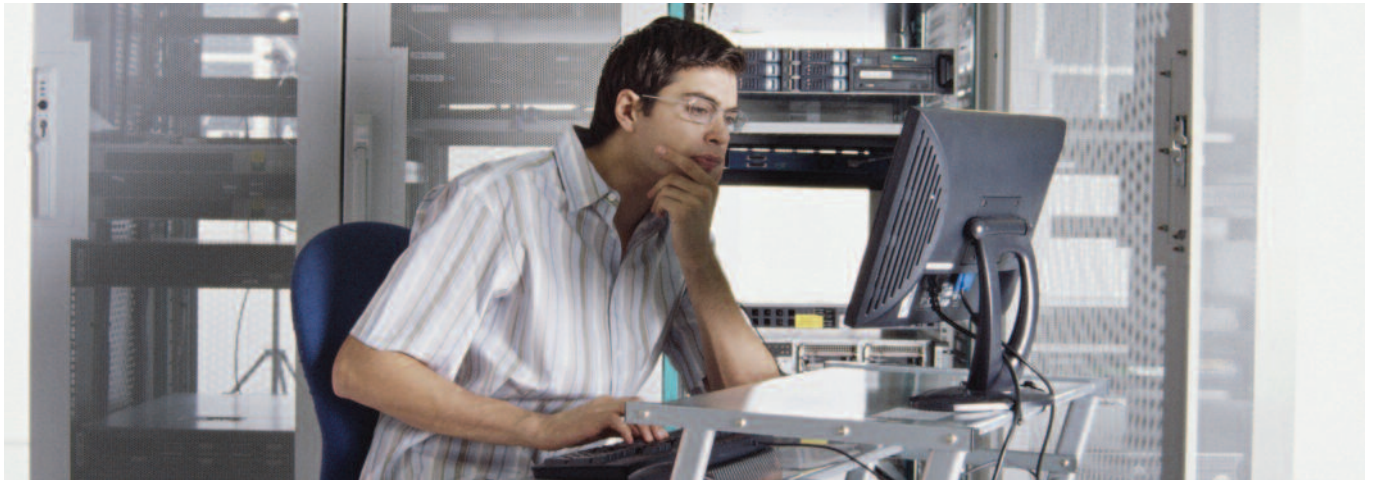
A BUSINESS IN MOTION

The Luxe Manor, an exclusive boutique hotel in Hong Kong, chose the Alcatel-Lucent OmniPCX Enterprise Communication Server and Alcatel-Lucent IP phones and wireless access points to deliver full voice over IP and wireless data access throughout the hotel. The concept was to provide guests with total flexibility.



"Guests can simply pick up a phone and make a call or receive calls, wherever they are in the hotel. There are no restrictions or barriers."

TERENCE RONSON, MANAGING DIRECTOR,
PERTLINK, TECHNOLOGY DESIGNERS FOR
THE LUXE MANOR



Process integration solutions

To ensure that communications solutions are aligned with business objectives, you recognize that you need to knock down internal silos and bring business groups and IT together.

Link business groups and IT

Alcatel-Lucent process integration solutions help you automate and integrate business processes to meet the industry's highest regulatory compliance and corporate security standards.

Portfolio highlights

- Reduce latency time and offer a consistent customer experience across media channels by using **Genesys™ Business Process Routing** to connect your contact center with your workflow and business process management (BPM) solutions.
- Secure online business processes and adopt automated business processes while meeting corporate governance obligations with the **Alcatel-Lucent OmniAccess 8550 Web Services Gateway**. This network appliance provides run-time policy enforcement and audit trails to help protect sensitive information, making it ideal for highly-regulated industries, such as healthcare, finance and state and local governments.
- Unify communications and business processes with **Alcatel-Lucent XML APIs**.

“I have searched for a solution to secure our online processes and B2B operations, but have not seen any product comparable to the Alcatel-Lucent OmniAccess 8550 WSG in its ability to ensure information privacy and guarantee traceability of user activity.”

GARY HORN, DIRECTOR OF
ENTERPRISE ARCHITECTURE AND
NETWORK SECURITY, ADVOCATE
HEALTH CARE, OAKBROOK, IL.

“The system is designed so that it actually interrupts work in favor of an urgent call, and then returns the worker to the original task without any loss of data or process.”

TERENCE RONSON, MANAGING DIRECTOR, PERTLINK,
TECHNOLOGY DESIGNERS FOR THE LUXE MANOR

Contact center solutions


In today's highly competitive environment, you know that market-differentiating customer service is critical to your success. It can help you attract new customers, expand relationships with existing customers and encourage ongoing loyalty.

Increase loyalty with truly great customer service

A 2007 Alcatel-Lucent end-user survey revealed that 38 percent of the 4200 end users surveyed worldwide considered customer service as the biggest factor influencing their loyalty to a company. What's more, 75 percent of respondents would continue to do business with a company based on a great contact center experience, and 50 percent of those surveyed stopped doing business with a company based solely on a poor contact center experience.

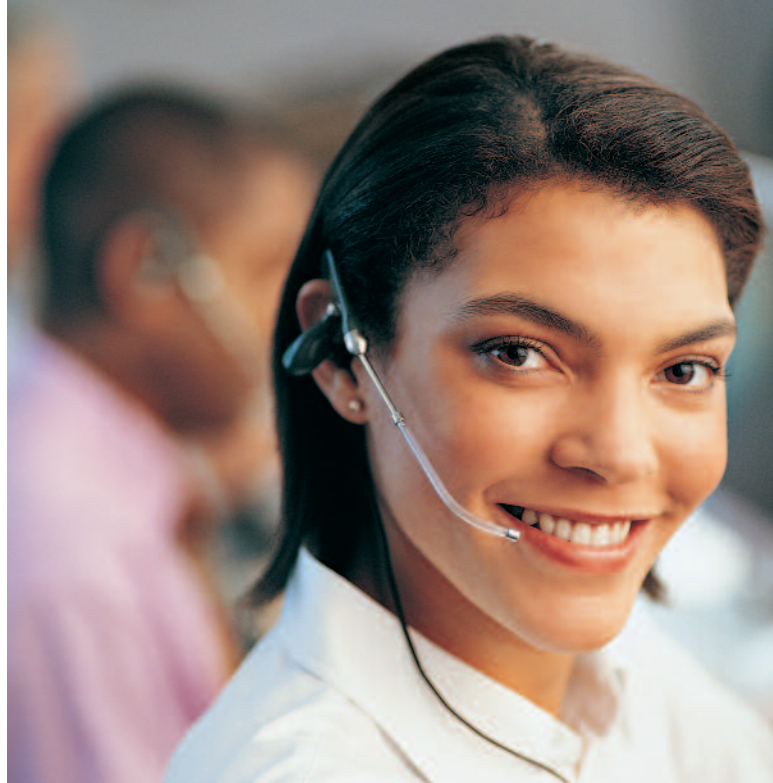
Transform customer experience

With Alcatel-Lucent contact center solutions, you can provide multimedia, interactive and personal customer service. You can up-sell and cross-sell your offerings based on increased understanding of each customer's circumstances. And you can enable agents to spend more time on higher-value customer interactions. To improve operational efficiency and accelerate business innovation, use Alcatel-Lucent contact center solutions to tie business communications to business processes.



The Alcatel-Lucent OmniGenesys solution delivers uniform communications features and capabilities across branch offices and remote locations so we can extend our operations and increase agent productivity using outbound and inbound screen pops and decrease manpower costs using workforce management forecast tools."

MARIO BORT, IT MANAGER, PERSONAL PARAGUAY



Portfolio highlights

- Continue to take customer service to new levels with a dynamic contact center solution that meets your needs today and grows with you as your capacity and feature requirements evolve. From the **Alcatel-Lucent OmniTouch Contact Center Standard Edition** or **Premium Edition** to the **Alcatel-Lucent OmniGenesys™ Contact Center**, these highly scalable solutions form a continuum so you can easily migrate to more advanced capabilities while retaining all the benefits of your existing Alcatel-Lucent solution.
- Keep costs under control while adding value for your customers with the self- and agent-assisted customer service capabilities enabled by **Alcatel-Lucent OmniTouch 4625 Contact Center Interactive Voice Response (CCIVR)**. With **Genesys Voice Portal (GVP)**, you can go beyond traditional IVR features to further enrich the end-user experience with self-service, video services and biometrics (voice) identification.
- Integrate **Genesys Business Process Routing** to connect your contact center with your workflow and business process management (BPM) solutions.
- Benefit from specific contact center features on the **Alcatel-Lucent VitalSuite™ Performance Management Software** to monitor voice quality and applications infrastructure performance on **Alcatel-Lucent OmniGenesys** and **OmniTouch Contact Center Premium Edition**



THE AWARD-WINNING ALCATEL-LUCENT OMNIACCESS 3500 NONSTOP LAPTOP GUARDIAN

- Best Wireless/Mobile Product award for 2008, Info Security
- Bronze ranking, 2007 "Readers' Choice Awards" in the emerging technology category. Editors of TechTarget's® Information Security™ magazine and SearchSecurity.com™ (April 2008)
- 2007 Product of the Year award, Internet Telephony magazine (March 2008)
- 2007 3G CDMA Industry Achievement Award for Innovation in Wireless Enterprise Solutions Development for SprintSecure Laptop Guardian (with the OmniAccess 3500 NLG), CDMA Development Group
- A winner of the 2007 Tomorrow's Technology Today Award, Info Security Products Guide (August 2007)

Security solutions

As dynamic enterprises become more mobile and begin adopting Enterprise 2.0 services and communities, security is more important than ever. Boxing employees within a tight security perimeter is inadequate; it stifles productivity, constrains mobility and limits growth opportunities.

Protect the knowledge in your organization

Alcatel-Lucent user-centric security solutions focus on user-aware network security, mobile user security and business process security to align with both corporate goals and everyday end-user realities. These standards-based solutions allow you to implement a coherent and comprehensive strategy to protect the knowledge in your organization and comply with government and industry-specific regulations.

Portfolio highlights

- Help prevent network security breaches before they occur with the authentication, host integrity checking, role-based access, intrusion detection and prevention, quarantine and remediation and compliance and auditing capabilities embedded in products across the Alcatel-Lucent data networks portfolio.
- Reduce the risks brought by increasing numbers of endpoints and the higher flow of data leaving your network with managed perimeter security solutions, such as the **Alcatel-Lucent VPN Firewall Brick™** family.
- Protect your mobile laptops and the sensitive data they contain, even when they are powered off or offline with the **Alcatel-Lucent OmniAccess 3500 Nonstop Laptop Guardian (NLG)**.
- Meet corporate governance obligations and protect sensitive information from misuse by securing automated business processes with the **Alcatel-Lucent OmniAccess 8550 Web Services Gateway (WSG)**.



"NLG lets you take immediate control of a deplorable situation and turn it around to thwart those who caused it... This solution answered our laptop security concerns and fit perfectly with our major investment in Wi-Fi communications."

RUSTY BRUNS, CIO, CHARLESTON SOUTHERN UNIVERSITY

IP telephony solutions

As a growing business, you need flexible and secure communications solutions that will adapt and grow with you. And you need converged solutions that provide a single infrastructure for voice and data communications to ensure you get the most from your IT investment.

Take full advantage of your IT investment

Alcatel-Lucent delivers reliable, resilient, scalable and secure IP and IP-ready telephony solutions that ensure communications continuity from headquarters to regional locations to the smallest of branch offices. These highly available telephony solutions are based on a hybrid architecture that provides unrivalled flexibility for smooth evolution to IP and easy integration of new sites.

Portfolio highlights

- Large and extra large enterprises can support more than 100,000 users in one ABC-F network and up to 250 ABC-F networks with the **Alcatel-Lucent OmniPCX**

Enterprise Communication Server. This powerful solution combines traditional telephony with IP telephony, multimedia communications and a full suite of unified communications applications.

- Enterprises of up to 1000 employees can benefit from a single, multiservice server that offers pre-integrated applications with the **Alcatel-Lucent Business integrated Communication Solution (BiCS)**. This all-in-one solution offers “pay as you grow” activation of new features and “try before you buy” licenses for advanced applications.
- Small- and medium-sized businesses (SMBs) can enjoy simplified, cost-effective enterprise-class telephony on an easy-to-use, open and scalable platform with the **Alcatel-Lucent OmniPCX Office Communication Server**.
- Enterprises of all sizes can benefit from a wide range of ergonomic and intuitive corded and cordless phones, including the **Alcatel-Lucent 8 Series IP Touch™ Extended Edition** phones. These IP desktop phones combine 10/100/1000 Ethernet support at an enterprise price-point, feature-rich Alcatel-Lucent voice protocol technology and innovative dual SIP stacks with a first-rate user experience.



EXTEND COMMUNICATIONS WITH INNOVATIVE VOIP SOLUTIONS BASED ON SIP

To help enterprises control costs and maintain business continuity, Alcatel-Lucent enables innovative Voice over IP (VoIP) solutions with the most standards-based SIP implementations on the market today — where they make the most sense:

- Public SIP trunking for on- and off-net communications — including established interworking processes and deployments with more than 40 SIP trunking carriers for a wide variety of offerings
- Fixed-mobile convergence with GSM/WLAN dual-mode handsets
- Entry-level SIP phones and SIP phones for vertical markets
- SIP rescue services for small and very small branch offices through the dual SIP stack in Alcatel-Lucent 8 Series IP Touch Extended Edition phones



“Our experiences with the Alcatel-Lucent solution are extremely positive. We now have a modern communications environment with VoIP, which our employees most emphatically appreciate.”

PATRIZIO DI CRISTO, DIRECTOR, SERVICE CENTER, LIVIT AG

Data networks solutions

Building a reliable, flexible and secure foundation for your business is essential. Your network must ensure maximum service uptime, allow you to readily adapt to changing markets and support the increasingly bandwidth-intensive applications that will establish you as a leader in your industry.

Build a trusted foundation for your business

Whether your business is situated in a single building or has branch offices across the city or across the globe, Alcatel-Lucent has the field-proven, secure and easy-to-manage infrastructure solutions to meet your needs. These standards-based and interoperable solutions comply with the most stringent eco-sustainability regulations.

Portfolio highlights

- Enable a high performing, highly available and future-ready converged network that supports differentiated services for core and data center applications with the **Alcatel-Lucent OmniSwitch 9000 Chassis LAN Switch** family.
- Maximize network protection at the edge, reduce operational complexity and accelerate adoption of VoIP and video collaboration by optimizing your investment with the **Alcatel-Lucent OmniSwitch 6850 Stackable Gigabit LAN Switch** family.
- Gain high performance, multi-layered security and a rich feature set in a compact format that is ideal for application in small- and medium-sized businesses with the **Alcatel-Lucent OmniSwitch 6400** family of stackable Layer 2+ Gigabit Ethernet LAN switches.
- Deliver highly reliable communications services between sites over a single IP/MPLS network with the award-winning **Alcatel-Lucent 74x0 Ethernet Service Switch (ESS)**.
- Ensure continuous access and integrated services with branch offices with the **Alcatel-Lucent OmniAccess 700 Unified Services Gateway** family.

“The benefits of our Alcatel-Lucent network include closer alignment to industry/real-world operating conditions, with flow on benefits for student creativity and employment opportunities. It has given us a state-of-the-art facility.”

JASON BENEDEK, PRODUCTION MANAGER, POSTGRADUATE DESIGN, UNIVERSITY OF TECHNOLOGY, SYDNEY AUSTRALIA



LOWEST POWER CONSUMPTION

In March, 2008 switch tests, the Alcatel-Lucent OmniSwitch 6850 won green bragging rights for being the most efficient device when idle, according to Network World.

TOLLY-TESTED FOR INTEROPERABILITY

The Alcatel-Lucent OmniSwitch 6850 and Alcatel-Lucent OmniSwitch 9800 proved interoperability in more than dozen tests with switches from top-ranking competitors to meet the Tolly Group's "Up to Spec" certification (July 2007).

Management solutions

Today's complex, converged networks must support thousands, sometimes millions of IP devices and run dozens of applications with a high level of performance and reliability. Mismanagement of the converged network can bring business-critical applications to a standstill.

Ensure high network performance and reliability

Alcatel-Lucent offers network, performance and application management solutions that simplify management, optimize network troubleshooting and help ensure continuous operations for lower total cost of ownership.

Portfolio highlights

- Simplify and centralize network administration and maintenance of your small or large enterprise IP telephony network with the innovative and modular **Alcatel-Lucent OmniVista™ 4760 Network Management System**.
- Discover, display topology for and centrally manage thousands of Alcatel-Lucent and third-party nodes in your data network with the **Alcatel-Lucent OmniVista 2500/2700 Network Management System**.
- Centrally manage your **Alcatel-Lucent OmniAccess WLAN** with the **Alcatel-Lucent OmniVista Mobility Manager**, which provides a comprehensive suite of applications for radio planning, fault, configuration, performance and security management.
- Consolidate management of your IP network with reliable, secure and low-cost address allocation and management across IPv4 and IPv6 networks with **Alcatel-Lucent VitalQIP™ DNS/DHCP IP Management Software** and **Alcatel-Lucent VitalQIP Appliance Manager**.
- Gain real-time, end-to-end visibility across your Alcatel-Lucent solutions and across your geographically dispersed, multivendor and multi-technology converged infrastructures with **Alcatel-Lucent VitalSuite Application** and Network Performance Management Software.

Engage an experienced services team

With more than 300 integration and development experts and experience in more than 2500 deployments in all industries around the globe, the Alcatel-Lucent Services for Enterprise team delivers high performance, made-to-order solutions effectively and efficiently.

Professional services: Rely on our expertise for the smooth evolution of your voice and data network.

- Integration Services: Consult and design, integrate and deploy, project management
- Customization Services: Customized and off-the-shelf applications
- Security Services: Integration and customization services

Managed services: Count on our assistance round the clock, around the world.

- Service desk
- Incident management
- Change management
- Alarm monitoring
- Backups
- Preventive maintenance
- Evolution management
- Performance management
- Hosting



Support services: Secure the operation of your communications infrastructure and protect your investment.

- Hardware support: Repair and return, advanced replacement
- Software support: Remote technical support, remote diagnostics

ABOUT THE ALCATEL-LUCENT DYNAMIC ENTERPRISE VISION

Alcatel-Lucent helps enterprises worldwide turn every interaction into a business opportunity. By interconnecting their core assets — network, people, processes and knowledge — dynamic enterprises realize competitive advantage through strengthened relationships, simplified communications, and improved performance.

For more information about Alcatel-Lucent and its solutions for The Dynamic Enterprise, visit <http://www.alcatel-lucent.com/enterprise>

Stay ahead of your competition

To help you stay ahead of your competition Alcatel-Lucent sets the pace for advances in communications technologies by combining what is possible in science and technology with what is required by the markets.



Always-on, flexible framework

Standards-based and supported by the strong Alcatel-Lucent commitment to innovation and partnering to ensure the network, people, process and knowledge are interconnected at the best pace for your business.



Personal communications solutions

Alcatel-Lucent offers highly personalized communications solutions to connect people more effectively and efficiently so they can share knowledge anytime, anywhere, over any device and any access.



Ongoing commitment to innovation

Alcatel-Lucent spends 2.7 billion euros annually on R&D and holds more than 25 000 patents. We will continue to pursue technological innovations that will help enterprises increase their competitive advantage.



Lower power consumption

Alcatel-Lucent products are green from the edge to the data center and consume 30 to 50 percent less power than the competition. Benefit from our early compliance with global sustainability standards.



Open and standards-compliant

All Alcatel-Lucent products reflect our longtime commitment to openness and standards. We have one of the industry's strongest application partner programs and take an active leadership role in developing next-generation standards.



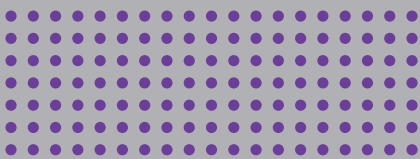
Market-leading portfolio

With a portfolio of more than 650 products, a global presence and global services team, Alcatel-Lucent has the expertise and the experience needed to tailor solutions for small, medium, large and extra large enterprises in any industry.

PARTNER WITH AN INDUSTRY LEADER

- #1 in contact center software with 100 million customer interactions managed every day by more than 3300 enterprises through contact centers operated by our customers.
- #1 in contact center agent revenue, Western Europe 2007 (Gartner Dataquest, July 2008)
- #2 in contact center agent revenue worldwide in 2007 (Gartner Dataquest, June 2008).
- #1 in Western European enterprise telephony, 2Q08 (Synergy Research Group, August 2008).
- #1 in IP address management software for 2006 (IDC, 2007) with more than 1600 customers in the network management arena.
- 16.4 million Ethernet ports shipped in 2007 (Dell'Oro Group).
- More than 2100 partners, including resellers, systems integrators, hardware vendors and independent software vendors.

Dynamic Enterprise



ENT2913090114 - EN – Brochure Solutions for the Dynamic Enterprise - 01/2009

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